



Mashpee Wampanoag Tribe
483 Great Neck Rd. P.O. Box 1048 Mashpee, MA
02649
Phone (508) 477-0208 Fax (508) 477-1218

Job Title: Case Manager

Department: Health Department

Hours: Per-Diem, on-call as needed

Salary: \$35 per hour

Open Date: 3/11/2010

Closing Date: no closing date

Summary: The case manager will help facilitate health and social service needs to participants and their families by providing a wide range of case management services. The position requires approximately 75% of time to be spent inside health office, and approximately 25% of time outside of the health office setting.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Help participants more easily access community resources for substance abuse and mental health treatment modalities, contract health service program, earth recovery project, etc.

Enable participants to develop a keen understanding and awareness of available community resources, guiding them through the social support network process.

Provide relevant and easy to comprehend information about the physical and mental health services available to participants.

Receive and provide proper referrals (such as medical care, provisions, medicine and social services), and schedule follow-up appointments as necessary.

Attend relevant community meetings to become familiar with the social and medical services available to tribal members.

Document all served using appropriate forms.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Responds to requests for service and assistance.
Interpersonal - Maintains confidentiality.
Oral Communication - Speaks clearly and persuasively in positive or negative situations.
Written Communication - Writes clearly and informatively.
Diversity - Shows respect and sensitivity to Native American culture.
Ethics - Treats people with respect; Works with integrity and ethically.
Organizational Support - Follows policies and procedures.
Adaptability - Able to deal with frequent change, delays, or unexpected events.
Dependability - Follows instructions, responds to management direction.
Judgment - Exhibits sound and accurate judgment.
Professionalism - Treats others with respect and consideration regardless of their status or position.
Quality - Demonstrates accuracy and thoroughness.
Quantity - Completes work in timely manner.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Bachelor's degree (B. A.) from four-year college or university with a major in social work or public health and a minimum 5 years related experience. Experience working with the Native American population is highly desirable.

Language Ability:

Ability to read and comprehend simple instructions, short correspondence, and memos.
Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Word Processing software.

Certificates and Licenses:

Valid driver's license.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 10 pounds. While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand and walk.

Preference is given to qualified Native American candidates in accordance with the Indian Preference Act of 1934 (Title 25, U.S.C., Section 472)